

SANDY CITY
APPROVED CLASS SPECIFICATIONS

I. Position Title: Software Project Manager

<u>Revision Date</u>	08/18
<u>EEO Code:</u>	Professional
<u>Status:</u>	Exempt (Admin.)
<u>Control No:</u>	30388

II. Summary Statement of Overall Purpose/Goal of Position:

Under the direction of the Administrative Services Director, this position is responsible for planning, deploying, implementing, customizing, and maintaining the Cityworks Asset Management (AMS) & Permit, License Land (PLL) system and City Sourced Portal for the City. Responsibilities may include supervising project resources; developing processes, deploying and training new users, integrating uses among departments, employees, supervisors, managers, and the public. Develop and Implement new applications, update and merge data, and manage projects. Perform other duties as assigned.

III. Essential Duties:

- Serve as the point person in charge of the Cityworks and City Sourced programs within Sandy City. Responsibility for being the bridge between upper management and the teams within the departments that are tasked with the actual execution and use of the Cityworks software and City Sourced programs.
- Coordinate the operational activities for the asset management and PLL program. Integrate efforts and develop and update systems using the City's GIS systems, Automatic Vehicle Locating (AVL) systems, Interdepartmental Service requests, Citizen requests for service, and other related technical duties
- Develops and recommends processes, including: creating processes for gathering data; developing standards for data importation; and developing processes for importing data from various sources into the various systems for spatial, demographic, and related analysis. Develop reports, work orders, and work flow processes.
- Ensure that Installs, configurations, and maintenance of the system are completed. Coordinates updates of software and databases, deploy and train users on new hardware, develops better work processes in conjunction with various departments, consistently working on improving service delivery methods and procedures.
- Directs, coordinates, manages, and reviews operations of an asset management program, including: coordinating managing servers; developing frameworks; managing user rights; and integrating updated GIS data.
- Adhering to a feasible plan that achieves the goals and objectives of the Cityworks and City Sourced software to increase efficiencies, data collection and reporting and improving the work flow management within each department as it aligns with Sandy City's overall business strategy.
- Assembling and Leading Project Team: Work with the point of contacts from each department using Cityworks and City Sourced to provide them with tools to customize the software for each individual department's needs.
- Communicate consistently to address needed changes or issues quickly so that that daily workflows have minimal disruptions. Act as a resource to each department as they utilize the Cityworks and City Sourced software. Provide the stakeholders using Cityworks and City Sourced an efficient turnaround on requested deliverables.
- Quality and Satisfaction: Make sure that stakeholders are satisfied by providing constant communications with them, reporting on progress on their requests and being open to their feedback to ensure their satisfaction and the benefits it provides.
- Assist with the implementation, maintenance and project management of other enterprise software programs

IV. Miscellaneous Duties:

- Perform other duties as assigned.

V. Qualifications:

Education: Bachelor's degree in project management, geography, planning, engineering, computer science, GIS, public administration or related field, and related experience; or equivalent combination of education and experience to successfully perform essential duties of position.

Experience: Five years of experience in project management, especially larger projects with established firms. Proven leadership skills. Theoretical and practical project management knowledge. Experience as a project manager. Experience in strategic planning, risk management and/or change management. Conflict resolution experience.

Certificates/Licenses: Requires a valid Utah Driver's License.

Probationary Period: A one-year probationary period is a pre-requisite to this position.

Knowledge of: Knowledge of techniques and tools for successful project management and implementation of enterprise software. Proficiency with related software tools including but not limited to ProjectManager.com, Microsoft Office programs etc.

Responsibility for: Responsibility for the services and activities of the City's asset management program and permit, licensing and land programs and related activities and operations; supports common business processes and tools for all City staff utilizing the Cityworks Asset Management System (AMS) and PLL. Responsibility for services and activities of City Sourced Customer Portal. Great responsibility for the care, condition, and use of materials, equipment, money, and tools; moderate responsibility for making decisions that affect the activities of other people.

Communication Skills: Communicate effectively both verbally and in writing. Ability to professionally furnish and obtain information from other departments; regular and frequent outside contact with persons of high rank, requiring tact and judgment; requires well developed sense of strategy and timing; frequent contacts involving the carrying out of programs and schedules; influencing of others to obtain the desired results.

Tool, Machine, Equipment Operation: Requires regular use of a personal computer, printer, copier and telephone system. Utilize city systems such as GIS, Automatic Vehicle Loading, Cityworks Programs etc. May require use of personal or city vehicle.

Analytical Ability: Analytical and strong organizational skills Prioritize tasks; work well under pressure and impending deadlines; establish effective working relationships with employees, Department Heads, and the public; relate well with a variety of persons under varying circumstances; ability to analyze a situation and make sound recommendations and presentations.

VI. Working Conditions:

Physical Demands: While performing duties of job, employee typically handles office equipment, objects or controls. Moderate physical exertion is present because of moderate stooping and kneeling required. Employee may sit or stand for long periods of time and may occasionally move up to 50 pounds. Employee frequently communicates with others.

Work Environment: Employee will work in a generally comfortable office setting. The noise level in the work environment is usually minimal. Moderate pressure and fatigue are present due to frequent exposure to stressful situations as a result of human behavior and frequent deadlines; limited evening and weekend

work required; very frequent contact with employees and the public; near constant mental application;
occasional exposure to inclement weather conditions visiting work places and work sites of employees.

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.

Dept/Division Approval:_____ DATE:_____

Personnel Dept. Approval:_____ DATE:_____